

What is claimed is:

1. A method for contacting a first user using a packet-switched communication, comprising:  
receiving, by means of a packet switched network, a request from a second user for graphical information associated with the first user;  
5 providing the second user with the graphical information, wherein the graphical information comprises one or more fields for receiving an inputted text message for the first user and a plurality of communication options for transmission of the inputted text message to the first user, the plurality of communication options being a plurality of an email, a facsimile, a voice mail, an instant message, a pager, and a telephone call; and  
10 when the second user selects one or more of the plurality of communication options, providing the text message to the first user by means of the selected one or more communication options.
2. The method of Claim 1, wherein the plurality of communication options includes at least one of voice mail and a telephone call.
3. The method of Claim 1, wherein the provided graphical information is configured as at least one Web page.

4. The method of Claim 1, wherein the provided graphical information comprises a location option to locate a communication device through which the first user is currently directly contactable.

5. The method of Claim 4, wherein, when the location option is selected by the second user, the method further comprises:

initiating a plurality of communications with a plurality of communication devices associated with the first user; and

5 when the first user responds to one or more of the plurality of communications, notifying the second user of the communication device corresponding to the responded to one or more of the plurality of communications.

6. The method of Claim 1, wherein the provided graphical information comprises a personal message from the first user to the second user.

7. The method of Claim 1, wherein the provided graphical information comprises at least one activity description involving the first and second users, a response indicator indicating whether or not the second user can participate in the at least one activity, and a request for an alternate date acceptable to the second user for the at least one activity  
5 description.

8. The method of Claim 1, wherein the provided graphical information comprises a listing of individuals, a corresponding skill of each listed individual, and contact information associated with each of the listed individuals.

9. The method of Claim 2, wherein, when the at least one of voice mail and a telephone call is selected by the second user, the method further comprises:

converting the inputted text message into a corresponding audio message; and

forwarding the corresponding audio message to the first user by means of the selected

5 at least one of voice mail and a telephone call.

10. The method of Claim 1, wherein the providing step comprises:

authenticating the identification of the second user;

applying one or more rules to determine for the second user what presence and availability information which the second user is entitled to receive; and

5 including such presence and availability information in the provided graphical information.

11. The method of Claim 8, wherein, when the authenticating step is not successful, the provided graphical information does not include the presence and availability information which the second user is entitled to receive.

12. The method of Claim 1, wherein the communication devices of the first and second users are part of an enterprise network.

13. A method for contacting a first user using a packet-switched communication, comprising:

receiving, by means of a packet switched network, a request from a second user for graphical information associated with the first user;

5 providing the second user with the graphical information, wherein the graphical information comprises one or more fields for receiving an inputted text message for the first user;

converting the inputted text message into a corresponding audio stream; and

10 sending the corresponding audio stream to least one of a live voice communication device and a voice mail repository associated with the first user.

14. The method of Claim 11, wherein the provided graphical information comprises a plurality of communication options for transmission of the inputted text message to the first user, the plurality of communication options being a plurality of an email, a facsimile, a voice mail, an instant message, a pager, and a telephone call and further comprising:

5 when the second user selects one or more of the plurality of communication options, providing the text message to the first user by means of the selected one or more communication options.

15. The method of Claim 12, wherein the plurality of communication options includes at least one of voice mail and a telephone call.

16. The method of Claim 12, wherein the provided graphical information is configured as at least one Web page.

17. The method of Claim 11, wherein the provided graphical information comprises a location option to locate a communication device through which the first user is currently directly contactable.

18. The method of Claim 15, wherein, when the location option is selected by the second user, the method further comprises:

initiating a plurality of communications with a plurality of communication devices associated with the first user; and

5 when the first user responds to one or more of the plurality of communications, notifying the second user of the communication device corresponding to the responded to one or more of the plurality of communications.

19. The method of Claim 11, wherein the provided graphical information comprises a personal message from the first user to the second user.

20. The method of Claim 11, wherein the provided graphical information comprises at least one activity description involving the first and second users, a response indicator indicating whether or not the second user can participate in the at least one activity, and a request for an alternate date acceptable to the second user for the at least one activity description.

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21. The method of Claim 11, wherein the provided graphical information comprises a listing of individuals, a corresponding skill of each listed individual, and contact information associated with each of the listed individuals.

22. The method of Claim 11, wherein the providing step comprises:

authenticating the identification of the second user;

applying one or more rules to determine for the second user what presence and availability information which the second user is entitled to receive; and

including such presence and availability information in the provided graphical information.

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23. The method of Claim 20, wherein, when the authenticating step is not successful, the provided graphical information does not include the presence and availability information which the second user is entitled to receive.

24. The method of Claim 11, wherein the communication devices of the first and second users are part of an enterprise network.



25. A system for contacting a first user using a packet-switched communication, comprising:

a network server operable to receive, by means of a packet switched network, a request from a second user for graphical information associated with the first user; and

5 a resource manager operable (a) to provide the second user with the graphical information, wherein the graphical information comprises one or more fields for receiving an inputted text message for the first user and a plurality of communication options for transmission of the inputted text message to the first user, the plurality of communication options being a plurality of an email, a facsimile, a voice mail, an instant message, a pager, and a telephone call and (b), when the second user selects one or more of the plurality of  
10 communication options, provide the text message to the first user by means of the selected one or more communication options.

26. The system of Claim 23, wherein the plurality of communication options includes at least one of voice mail and a telephone call.

27. The system of Claim 23, wherein the provided graphical information is configured as at least one Web page.

28. The system of Claim 23, wherein the provided graphical information comprises a location option to locate a communication device through which the first user is currently directly contactable.

29. The system of Claim 26, wherein, when the location option is selected by the second user, the resource manager is further operable to initiate a plurality of communications with a plurality of communication devices associated with the first user and, when the first user responds to one or more of the plurality of communications, notify the  
5 second user of the communication device corresponding to the responded to one or more of the plurality of communications.

30. The system of Claim 23, wherein the provided graphical information comprises a personal message from the first user to the second user.

31. The system of Claim 23, wherein the provided graphical information comprises at least one activity description involving the first and second users, a response indicator indicating whether or not the second user can participate in the at least one activity, and a request for an alternate date acceptable to the second user for the at least one activity  
5 description.

32. The system of Claim 23, wherein the provided graphical information comprises a listing of individuals, a corresponding skill of each listed individual, and contact information associated with each of the listed individuals.

33. The system of Claim 24, wherein, when the at least one of voice mail and a telephone call is selected by the second user, further comprising:

5 a text-to-speech engine operable to convert the inputted text message into a corresponding audio message; and wherein the resource manager is further operable to forward the corresponding audio message to the first user by means of the selected at least one of voice mail and a telephone call.

34. The system of Claim 23, further comprising:

an authentication engine operable to authenticate the identification of the second user;

and

5 a rules administrator operable to apply one or more rules to determine for the second user what presence and availability information which the second user is entitled to receive and include such presence and availability information in the provided graphical information.

35. The system of Claim 32, wherein, when the authentication is not successful, the provided graphical information does not include the presence and availability information which the second user is entitled to receive.

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36. The system of Claim 23, wherein the communication devices of the first and second users are part of an enterprise network.